

DEPARTMENT OF HEALTH AND HUMAN SERVICES

**NAVAJO AREA
INDIAN HEALTH SERVICE**

We will not accept fax or e-mail applications

Applications mailed using government postage or through an internal government mail system will not be considered.

VACANCY ANNOUNCEMENT

NAO-08-54

OPENING DATE

October 23, 2008

CLOSING DATE

November 5, 2008

POSITION

CONTACT REPRESENTATIVE

LOCATION AND DUTY STATION

NORTHERN NAVAJO MEDICAL CENTER

Division of Administrative Services-Business Office

Shiprock, New Mexico

GRADE/SALARY

GS-962-05 \$29,726 - \$38,639 per annum

GS-962-06 \$33,135 - \$43,076 per annum

GS-962-07 \$36,822 - \$47,864 per annum

NUMBER OF VACANCIES Five (5) Vacancies (30PI-16/19/50/51/52)

APPOINTMENT

☒ PERMANENT

WORK SCHEDULE

☒ FULL TIME

AREA OF CONSIDERATION

☒ NAVAJO AREA WIDE

PROMOTION POTENTIAL

☒ YES, to grade GS-07, if selected at the lower grade.

SUPERVISORY/MANAGERIAL

☒ NO

HOUSING

☒ PRIVATE HOUSING ONLY

TRAVEL/MOVING EXPENSE

☒ NO EXPENSES PAID

DUTIES: **GS-5:** Interview patient to obtain pertinent patient registration information to bill for health care services provided from all alternate Resources, including the non-beneficiary services. Assist patient in completing new or updated forms. Determine the eligibility of patient seeking health care by obtaining necessary documents. Identifies whose health benefits are subject to prior approval. Maintain, key-enter, update and verify all Alternate Resources data necessary. Collects, photocopies of health cards, and explain the Alternate Resource program. Interview, obtain, and key enter patient demographic information to create or reactivate health record with accurate and complete 3rd party coverage. Initiate admitting and pre-admitting forms. Provide patient identification band, escort and/or direct patient to the Unit. Participate in the rotation scheduled to include evening, nights, weekends and holidays. Incumbent is required to operate a government-owned, lease or private vehicle in the performance of assigned duties. A valid State Driver License is required and must be maintained as a condition of employment. **GS-6:** An Advanced development level position for the purpose of training. Incumbent will function under closer supervisory control with more detailed instructions than described at the GS-7 level. **GS-7:** In addition to the above duties will perform dual functions in the areas of Patient Registration, Admission, and Patient Benefits Coordinator, includes assisting patients with the enrollment process, and information to be key-entered into the database. Assist and explain to patients the importance of local, state and federal agencies requirements that may impact their eligibility for alternate sources. Determine and establish eligibility for patients seeking health care by verifying for alternate resource. Work closely with the Social Security Administration Officer, Tribal Office, Community Department of Welfare or Human Resources, Department of Social Services, State Medical Assistance Office and other appropriate agencies. Identifies and verifies patients with 3rd party coverage by utilizing the electronic eligibility program or telephone calls. Obtain authorization with appropriate signature for required forms and securing Certificate of Indian Blood for eligibility. Provide information on rights and benefits of resources and advise patient of non-payment or denial of claims and will intervene on patient behalf in disputing and debating the denial by the third party sources. Perform a variety of patient representative functions including completion of applications for alternate resources, making home/hospital visits to interview patient, arrange transportation, and interpret rules and regulations. Maintain accurate bed list and count of medication admissions, transfers and discharges on Inpatient Census. Complies with hospital policy and procedures, Information Management Security Safety and Disaster plans/codes, Emergency Medical Treatment and Labor Act and ensures the yearly mandatory are attended and practiced. Keep abreast of current health care delivery system, continuous research and updating of information involving changes in rules and regulations. This position is covered under the Indian Child Protection Act and is hereby designated as an authorized child care position subject to P.L. 101-630 and P.L. 101-647.

QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

BASIC QUALIFICATION:

GS-5: 1 year of specialized experience equivalent to at least GS-4 OR 4 years above high school.

GS-6: 1 year of specialized experience equivalent to at least GS-5. Education: not applicable.

GS-7: 1 year of specialized experience equivalent to at least GS-6. Education: Not applicable.

THIS POSITION IS LOCATED IN A SMOKE-FREE ENVIRONMENT

SPECIALIZED EXPERIENCE: Experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

CONDITIONS OF EMPLOYMENT: Immunization Requirement-Upon employment, all persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service or any Area Office position, which requires regular work at a Service Unit.

SELECTIVE PLACEMENT FACTOR: NONE

OTHER SIGNIFICANT FACTORS: The incumbent of this position will be required to operate a government owned or leased motor vehicle in the performance of duties, a valid State Driver's license is required as a condition of employment.

This position is covered under the Indian Child Protection Act and is hereby designated as an authorized child care position subject to P.L. 101-630 and P.L. 101-647.

Participate in the rotation schedule to include evening, nights, weekends and holidays.

TIME-IN-GRADE REQUIREMENTS: Candidates applying under the provisions of the Excepted Service Examining Plan may be appointed without regard to time-in-grade requirements. Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of specialized experience at the GS-04 level to qualify for the GS-05 level; 52 weeks of service at the GS-5 level to qualify for the GS-6 level; and 52 weeks of service at the GS-6 level to qualify for the GS-7 level.

LEGAL AND REGULATORY REQUIREMENTS: Candidates must meet time-in-competitive appointment, time-in-grade (if applicable), and qualification requirements by the closing date of the of the vacancy announcement.

*****NOTE***** Refer to OPM Handbook Qualification Standards Operating Manual or the IHS Excepted Service Qualification Standard, series GS-962 for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information, contact your Servicing Personnel Office.

REASONABLE ACCOMMODATION: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodations will be on a case-by-case basis.

WHO MAY APPLY: Merit Promotion Plan (MPP) Candidates: Applications will be accepted from status eligible e.g., reinstatement eligible and current permanent employees in the Competitive Federal service) and from current permanent IHS employees in the Excepted Federal service who are entitled to Indian Preference.

Excepted Service Examining (ESEP) Candidates: Applicants will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and Competitive Service employees or Reinstatement eligible entitled to Indian Preference may also apply under the provisions of the Indian Health Service Excepted Service Examining Plan. These candidates MUST indicate on their "Application for Federal Employment" whether their application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., Applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, or those with a 30% or more compensable service-connected disability).

INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP). If you are a displaced Federal employee you may be entitled to receive special priority selection under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration with your application package. The following categories of candidates are considered displaced employees.
 - A. Current or former career or career-conditional (tenure Group I and II) competitive service employees who:
 1. Received a specific RIF separation notice; or
 2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
 3. Retired with a disability and whose disability annuity has been or is begin terminated; or
 4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submit a Standard Form 50 that indicates "Retirement in lieu of RIF", or
 5. Retired under the discontinued service retirement option; or
 6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.
 - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position for which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.

3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria e.g., submit all required documentation, etc.)
6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

EVALUATION CRITERIA: Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to this position. To receive full credit for your qualifications, provide a narrative statement, training, awards, hobbies, self-developed achievements, and any other aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishment and degree of responsibility.

The KSA's in your narrative statement will be the principal basis for determining whether or not you are highly qualified for this position. Describe your qualifications in each of the following:

1. KNOWLEDGE AND UNDERSTANDING OF IHS THIRD PARTY REIMBURSEMENT ACTIVITIES.
2. KNOWLEDGE OF MEDICARE AND MEDICAID REGULATIONS AND GUIDELINES.
3. ABILITY TO WORK INDEPENDENTLY.
4. ABILITY TO COMMUNICATE ORALLY AND IN WRITING.
5. ABILITY TO INVESTIGATE, ANALYZE AND SOLVE PROBLEMS.
6. KNOWLEDGE OF AUTOMATED DATA PROCESSING SYSTEM.
7. ABILITY TO COMPREHEND AND INTERPRET WRITTEN MATERIALS.

HOW & WHERE TO APPLY: All applicants, except Commissioned Officers, must submit one of the following to the **NAVAJO AREA INDIAN HEALTH SERVICE**, Division of Human Resources, P.O. Box 9020, Window Rock, Arizona by Close of Business on the closing date.

1. OF-612 - Optional Application for Federal Employment;
2. or Resume;
3. Or any other written application format; PLUS Official Transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

Applicants claiming Indian Preference must submit a copy of an official Bureau of Indian Affairs Indian Preference Certificate, Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference, or appropriate BIA form showing 50% of more blood quantum if applicant is not an enrolled member. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA form 4432, but must state that such documentation is contained in their Official Personnel Folder.

Veterans: Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.

"Declaration for Federal Employment" (OF-306) and the Addendum of Child Care & Indian Child Care Worker Positions form must be completed submitted with **original** signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding "yes" to any one of these two questions can make you ineligible for employment in this position. If you make a false statement in any part of your application; you may not be hired; you may be fired after you begin work; or you may be fined or jailed.

For more information contact: Geraldine Thompson, HR Specialist, 928/871-1368.

INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS: Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES) AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the job for which you are applying;
2. Full Name, Mailing Address (with zip codes) and day and evening phone numbers (with Area Codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veterans; Preference Certificate - DD-214, Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligible.
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
7. Highest federal civilian grade held (give series and dates held);
8. High School - Name, City, State (zip code if known), and date of diploma or GED.

9. Colleges and Universities - Name, City, State (zip code if known), Majors, Type and Year of any Degrees received (if no degree show total semester or quarter hours earned). (attach official transcript);
10. Work Experience (paid and non-paid) - Job title, duties and accomplishments, Employer's Name and Address, Supervisor's names and phone number, starting and ending dates (month/year), hours/week, and salary.
11. Indicate if we may contact your current supervisor;
12. Job-related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

NOTE: Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training and/or experience.

THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION.

ADDITIONAL SELECTIONS: Additional or alternate selection may be made within 90 days of the date of the certificate issued if the position becomes vacant or to fill an identical additional position in the same geographical location.

INDIAN PREFERENCE: Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than the above, the IHS is an Equal Opportunity Employer.

SELECTIVE SERVICE CERTIFICATE: If you are a male born after December 31, 1959, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

EQUAL EMPLOYMENT OPPORTUNITY: SELECTION FOR POSITIONS WILL BE BASED ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

/s/ Geraldine Thompson

October 22, 2008

HUMAN RESOURCES CLEARANCE

DATE

EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER NAO-08-54. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS ARE TO BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED.

*SUPPLEMENTAL QUALIFICATION STATEMENT
CONTACT REPRESENTATIVE, GS-962-5/6/7*

1. KNOWLEDGE AND UNDERSTANDING OF IHS THIRD PARTY REIMBURSEMENT ACTIVITIES. This includes a knowledge of regulations, policies and procedures that pertains to alternate resources eligibility, required forms, etc., associated with the various health insurance programs. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

2. KNOWLEDGE OF MEDICARE AND MEDICAID REGULATIONS AND GUIDELINES. This is the knowledge and ability to interpret regulations and to interpret regulation and guidelines related to eligibility criteria in accordance with regulations and guidelines. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

3. ABILITY TO WORK INDEPENDENTLY. The person in this position should be able to work independently and make decisions. Must have the ability to function effectively and to maintain control and composure under the pressure of the constantly changing priorities and stressful conditions. The person in this position must be able to work with frequent interruptions and still meet tight and demanding deadlines. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

4. ABILITY TO COMMUNICATE ORALLY AND IN WRITING. This is the ability to express oneself orally and in writing clearly and concisely for a variety of purposes such as routine correspondence, reports, instructional material, manuals, group teaching and participating in and conducting meetings. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

5. ABILITY TO INVESTIGATE, ANALYZE AND SOLVE PROBLEMS. This is the ability to investigate, analyze, and solve problems with benefits, deductibles and/or eligibility requirements. Independently performs error resolution activities, initiating corrective action or resolving controversial issues on behalf of the patient. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

6. KNOWLEDGE OF AUTOMATED DATA PROCESSING SYSTEM. The person in this position should have knowledge of computer equipment, operating systems and appropriate software in order to utilize keying capabilities; to input, extract and update information on patients; use related software to input, retrieve and analyze data on computer files. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

7. ABILITY TO COMPREHEND AND INTERPRET WRITTEN MATERIAL. This includes the ability to research, understand, and correctly interpret a wide variety of written information such as manuals, correspondence, agency guidelines, policies, rules and related regulations. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide telephone numbers)

CERTIFICATION

I, CERTIFY that all the statements in the above statements are true, complete and correct to the best of my knowledge and belief and are made in good faith.

Signature of Applicant

Date